

CLAIMS:

1. A switching system (15) in telecommunications for switching incoming and/or outgoing calls with one or several PBX systems (6), comprising at least one input channel and at least one output channel connectable to a PBX system (6), characterized in that the output channel (2) provides both a voice connection (13) as well as a control connection (14), with the control connection (14) allowing direct access to the operator-relevant PBX functionality of the PBX system (6) connected via the output channel (2).
2. A switching system (15) as claimed in claim 1, characterized in that the control connection (14) is provided via a CTI link which is configured for a CTI protocol provided by the PBX system (6).
3. A switching system (15) as claimed in one of the claims 1 to 2, characterized in that the switching system (15) comprises an operator position (18) which provides operator functions which allow access to the service features of the PBX system (6), especially the switching of calls to the individual extensions (10) of the PBX system (6) as well as callback or busy override.
4. A switching system (15) as claimed in one of the claims 1 to 3, characterized in that the switching system (15) comprises at least one translation unit (17) which translates the operator functions into the CTI protocol of the respective PBX system (6) to be connected.
5. A switching system (15) as claimed in one of the claims 1 to 4, characterized in that the switching system (15) comprises several operator positions (18).
6. A switching system (15) as claimed in one of the claims 1 to 5, characterized in that the switching system (15) provides call center functions, especially for distributing the incoming calls among the individual operator positions (18).
7. A switching system (15) as claimed in one of the claims 1 to 6, characterized in that the voice connection (13) occurs in an analog way, especially via PSTN.

8. A switching system (15) as claimed in one of the claims 1 to 6, characterized in that the voice connection (14) occurs in a digital way, especially via ISDN.
9. A method for switching incoming and/or outgoing calls with at least one PBX system (6), characterized in that the calls are transferred to a central switching system (15) which is connected to the PBX system (6) via at least one voice connection (13) and at least one control connection (14), and that the switching occurs through the central switching system (15), with the control connection (14) allowing direct access to operator-relevant PBX functionality of the PBX system (6) connected via the output channel (2).
10. A method as claimed in claim 9, characterized in that the control connection (14) is provided via a CTI link which is configured for a CTI protocol provided by the PBX system (6).
11. A method as claimed in claim 10, characterized in that the central switching system (15) provides operator functions which allow access to the service features of the PBX system (6), with the operator functions being translated by a translation unit (17) into the CTI protocol of the PBX system (6).
12. A method as claimed in one of the claims 9 to 11, characterized in that the calls are transferred by an overload method depending on the load either to a local operator position (9) of the PBX system (6) or to the central switching system (15).